



Reservation and payment terms

Miilu Resort complies with these contract terms when renting holiday apartments (later the holiday destination). These terms and conditions bind both parties after the customer has paid Miilu Resort the reservation fee mentioned in the contract terms or the reservation fee and the final payment in one go.

Subletting of the holiday property is prohibited. The general booking conditions are supplemented with apartment-specific booking conditions, which are delivered to the customer before the start of the booking.

1. Booking and payment

The reservation is binding immediately, from the moment of booking, regardless of whether the reservation was made by phone or in writing. The customer must comply with the general payment conditions for reservations. The customer must pay the reservation fee (30% of the total rent) when making the reservation and the remaining part (70% of the total rent) no later than 60 days before the start of the reservation. can be paid by bank or credit/debit card (Visa, Mastercard, Amex) or by bank transfer to Miilu Resort. The customer is obliged to pay any costs for different payment methods. Online payments are made through a payment service provider whose operations are supervised by the Financial Supervisory Authority. All payments must be in euros.

Payment service provider

Paytrail Oyj (2122839-7) operates as the implementation and payment service provider of the payment brokerage service in cooperation with Finnish banks and credit institutions. Paytrail Oyj appears as the recipient of the payment on the bank statement or card invoice and forwards the payment to the merchant. Paytrail Oyj has a payment institution license. In cases of complaints, we ask that you primarily contact Miilu Resort customer service.

Paytrail Oyj

company ID: 2122839-7

Innova 2

Lutakonaukio

740100 Jyväskylä

paytrail.com/kulu/aja/tietoa-maksamisesta

2. Cancellation

Cancellation must always be notified in writing to Miilu Resort via email info@miiluresort.fi. The cancellation date is considered the date when Miilu Resort



receives the cancellation email. If the cancellation is made 60 days before the start of the reservation, the customer has the right to get the amount paid back, except for the portion of the reservation fee (30% of the total rent). Cancellations made closer than 60 days before the start of the reservation will not be refunded at all. If the customer changes the reservation (holiday destination or time of the holiday), Miilu Resort has the right to charge EUR 200 as change costs. The change must be made no later than 60 days before the start of the reservation period. Changes made after this are considered a cancellation of the previous reservation and a new reservation.

The cancellation conditions apply to all cases, including cases where a customer's family member, for example, becomes seriously ill, has an accident or dies. Miilu Resort recommends all its customers to ensure that they have appropriate travel insurance that covers the entire travel party in case of sudden accidents and also compensates for trip cancellation. Insurances and their cancellation coverage are not available or can be purchased through Miilu Resort.

3. Compensation for damages

The customer is obliged to report the damage he has caused immediately to both the resort's caretaker and Miilu Resort. The customer is also obliged to compensate Miilu Resort in full for any damage caused to the property or its movable property.

Miilu Resort is not responsible for damages caused by force majeure or exceptional circumstances that are beyond Miilu Resort's control. Such overwhelming obstacles can be, for example, official regulations, airspace restrictions, acts of war, civil disturbances, a health threat occurring at the destination such as a serious disease or natural disasters or other unfavorable weather conditions and natural phenomena. Miilu Resort cannot be held responsible for disruptions to public services, such as water and electricity.

All valuables left in the property are the customer's own responsibility. Miilu Resort is not responsible for their loss.

The description of the resort may contain mentions of services in the vicinity, such as a train station, bus stop, restaurant, shop, ski center services, etc. Miilu Resort is not responsible for the information on general services that are not part of the resort or their availability during the vacation. Miilu Resort is not responsible for disturbances caused by construction or renovation works taking place around the resort.

4. Handing over the keys

The accommodation and its key code will be handed over to the Customer in accordance with the booking confirmation. The vacation spots have a lock with a



code lock, the code of which is delivered to the customer electronically before the start of the reservation.

5. Stay at the destination

The holiday destination is available from the day of arrival at 16:00 until the day of departure at 12:00, unless otherwise stated in the booking confirmation.

The holiday destination may be used by a maximum number of people, which is stated in the description of the holiday destination as the number of beds or what was agreed upon when booking the holiday destination. The customer is responsible for ensuring that the passenger declaration, which must be filled out before the facility is put into use, is properly completed and covers all persons staying at the resort.

The customer must ensure that the property, as well as all goods and equipment, are handled carefully and that they are returned in the same condition as they were originally. Any damage or breakages must be reported to the owner or local maintenance staff as soon as possible.

Parties and other occasions where the number of people at the resort is temporarily exceeded must be agreed in advance with Miilu Resort.

The use of tents and caravans or equipment for rent (e.g. a bath tub) is prohibited on the site of the holiday destination, unless it is specifically permitted in the reservation data of the respective destination. Smoking is prohibited inside all holiday apartments. Open fires are prohibited on the plots.

Bringing a pet to the resort must be reported when making the reservation. A pet may only be brought to destinations where it is allowed in the description. To bring more than one pet, prior permission from Miilu Resort is always required. There is an additional fee for bringing a pet.

If the customer brings a pet to a holiday destination where bringing pets is prohibited, the customer is responsible for the additional cleaning costs incurred. Miilu Resort does not rent allergy cabins, and does not guarantee that pets would have been brought to a resort where pets are prohibited.

Charging electric cars and hybrid cars is prohibited at the resort, unless it is specifically allowed in the booking conditions of the apartment in question. An additional fee may be charged for downloading. An inspection fee may be charged for unauthorized downloading.



In properties with a fireplace, firewood is included in the rent, unless otherwise stated in the description of the property. The amount of firewood can be limited in some resorts.

Sheets and towels are not included in the rent, unless otherwise stated in the description of the resort. The customer must use sheets.

The owner of the property or his representative must be given reasonable access to the property to perform urgent maintenance and/or inspection.

6. Cleaning

Final cleaning is included in the vacation rental. At the end of the reservation, the customer's task is to put the dishes in the dishwasher and turn the machine on, take the trash to the waste point, take away the empty drink bottles and cans, put the furniture back in place, take the food items away or take them to the waste point, and leave the yard area in a tidy condition. Sheets are provided and towels must be stacked on top of the bed.

The customer is responsible for cleaning the holiday destination during the rental period.

7. Force majeure

Miilu Resort is not responsible for damage caused to the customer that is caused by force majeure or a similar reason (e.g. power outages or natural phenomena such as algae deposits, or animals such as mice and insects), which was not caused by Miilu Resort and which Miilu Resort could not reasonably have prevented the consequences.

Miilu Resort is also not responsible for damages or consequences caused by normal natural phenomena.

Reservation cancellations due to travel restrictions caused by a global or local epidemic or pandemic (e.g., COVID-19, coronavirus) or the customer's own decision not to use their reservation or to interrupt the reservation do not constitute a situation that entitles payment credits.

If the holiday destination is not accepted, or if it is accepted late, the customer has no right to a refund of the rent.

8. Complaints and remarks

All comments and complaints related to the holiday destination must be addressed to the destination's maintenance company immediately after their topic appears and during the reservation. If the issue cannot be corrected, the customer must contact



Miilu Resort's customer service within 72 hours of the issue appearing. If the issue cannot be fixed despite this, the customer can make a written complaint to Miilu Resort within two weeks of the end of the reservation.

If the customer does not notify the custodian or Miilu Resort immediately during the rental period of the defects he/she has noticed, the vacation destination is considered to be in condition according to the contract. Deficiencies reported only after the rental period cannot be identified together, and Miilu Resort is not liable for compensation for them.

If the customer cancels his reservation and leaves the holiday destination before the end of the rental period, no compensation will be paid for the unused time and the customer is not entitled to a rent refund.

9. Miilu Resort's right to change prices

After the contract is formed, Miilu Resort has the right to increase and correspondingly the obligation to decrease the agreed price, if the taxes or public fees affecting the price of the holiday service change.

Incorrect price information does not bind Miilu Resort, if the price is so clearly incorrect that the customer must also understand it. Such a situation is, for example, if the difference between the declared price and the actual price is considerably large or the incorrect price can be considered exceptionally low compared to the general price level.

10. Handling of disputes

Disputes are always resolved through mutual negotiations. If no agreement can be reached during the negotiations, the disputes will be resolved in the Helsinki District Court. Finnish law applies to the contract.

These Booking Terms and Conditions have been made in several different languages. If there are differences between the different language versions, the reservation conditions in Finnish will be followed.